

REQUEST FOR PROPOSALS

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES AND SOCIAL SERVICES FOR NEW HAMPSHIRE REFUGEES

Background

The Department of Health and Human Services, Administration for Children and Families, Office of Refugee Resettlement provides federal funds to states to assist refugees in becoming economically self-sufficient. The Office of Energy and Planning administers the New Hampshire Refugee Resettlement Program, serving over 6,000 refugees statewide.

The Office of Energy and Planning is accepting proposals to provide English for Speakers of Other Languages (ESOL), employment, health-related, cultural adjustment and interpreter services. Other allowable services include asylee referral and outreach, and activities that increase access to SCHIP (State Child Health Insurance Program). The services will address the needs of refugees in Belknap, Carroll, Cheshire, Coos, Grafton, Hillsborough, Merrimack, Rockingham, Strafford and Sullivan Counties. Typically, 200-400 refugees are resettled in New Hampshire each year. Organizations seeking funding must have prior experience working with refugees and must demonstrate experience and expertise in designated service areas.

Goal

The goal of the program is to assist refugees in achieving self-sufficiency at the earliest possible date after arrival in the United States. Programs will focus on removing cultural and linguistic barriers to well-being, assimilation and self-sufficiency. Services will be provided on a priority basis to new arrivals, public assistance recipients, unemployed heads of household, and secondary wage earners.

Funding priority will be given to programs leading directly to self-sufficiency outcomes, as well as those programs which address gaps in the existing refugee service system. Based on the statewide needs of the program, an applicant may be awarded funds for specific areas of service to the exclusion of others. For example, an applicant's ESOL program might be funded while their employment program would not. Funding requests should be proportionate to the proposed number of refugees to be served statewide.

Scope of Services

ESOL

The purpose of English for Speakers of Other Languages (ESOL) is to rapidly prepare refugees for entry into the job market and to facilitate their assimilation. Service may be a combination of classroom and tutorial instruction.

Minimum requirements:

1. Ensure attendance of unemployed new arrivals and Refugee Cash Assistance recipients.
2. Give priority to new arrivals and public assistance recipients.
3. Accommodate refugees with open or rolling enrollment.
4. Facilitate the availability of ESOL concurrent with employment.
5. Offer ESOL at easy-to-access sites or facilitate access to ESOL in areas with significant refugee populations (50 or more refugees).
6. Provide a minimum of 12 hours per week of ESOL to new arrivals.
7. Administer and maintain entrance and exit tests.
8. Maintain testing results, attendance records, and progress reports in student files.
9. Prioritize survival level English and literacy needs of students, but may also address pre-vocational, orientation and more advanced ESOL needs.
10. Address the ESOL needs of established refugees as well as new arrivals.
11. Professional program staff trains and uses volunteers.
12. Incorporate parenting education training into ESOL curriculum.

Employment

Employment services will facilitate the placement of refugees into gainful employment at the earliest possible date after arrival.

Minimum requirements:

1. Provide employment assessment and orientation within two weeks of arrival, if refugee health permits.
1. Develop an employability plan for each employable member of the refugee household.
2. Deliver services in a culturally and linguistically appropriate manner.
3. Make every effort to ensure that the refugee continues to acquire English skills after job placement.
5. Notify HHS at the time of placement if refugee receives assistance.
6. Provide follow-up and job upgrading.
7. Maintain assessments, progress reports, placement statistics, and 90 day follow up in client files.

Health-Related Services

Health-related services are intended to resolve acute and preventive health issues, to provide preventive health education, orientation and access to U.S. health care systems.

Minimum requirements:

1. Ensure health assessment for all new arrivals.
2. Provide orientation to U.S. health care system with specific and individualized guidance to ensure successful access to services.
3. Make appropriate referrals to resolve health issues.
4. Provide preventive health education.
5. Coordinate direct and collateral interpreter services for refugees and health care providers.
6. Facilitate transportation to health appointments.

Cultural Adjustment

Cultural adjustment services will assist refugees in their efforts to thrive in the mainstream culture. On-going orientation will provide information and resources from which refugees will build a foundation for a self-sufficient life in the U.S.

Minimum requirements:

1. Provide initial cultural orientation sessions and monthly orientations in areas with 50 or more refugees.
2. Assist in the resolution of housing problems.
3. Make referrals, as needed, to facilitate adjustment.
4. Advocate, on behalf of refugees, to protect rights and ensure access to services.
5. Provide cultural and linguistic interpreter services, as appropriate, in public and private settings such as schools, courts, HHS, businesses and other areas.
6. Facilitate participation in public programs such as WIC, Headstart, and Fuel Assistance.
7. Assist in identifying conveniently located subsidized day care providers.
8. Provide collateral cultural education to social service providers, health care providers, educators, and others interfacing with refugees.
9. Provide transportation when public and private resources are not available.
10. Provide outreach, referral and social services to persons who have been granted asylum.

Proposal Content

Each proposal should include the following:

1. A brief description of the qualifications of the organization, including evidence of past achievement and experience working with refugees.
2. Position descriptions and resumes of key staff.
3. A description of the needs, number to be served and geographic location(s) of the target population.
4. A description of existing services, funding sources and amounts.
5. A detailed program description for each proposed service area.
6. A brief description of how necessary coordination will be maintained with voluntary agency affiliates resettling refugees in New Hampshire, Office of Energy and Planning, New Hampshire Department of Public Health and other public and private agencies providing services appropriate to the target population.
7. Outline of ESOL curriculum reflecting 3 distinct levels: literacy, beginning and intermediate.
8. Budget and budget narrative for each program area which identifies hired staff by name, personnel costs, office expenses, travel, printing, occupancy costs, equipment rental and maintenance, professional services/interpreters and administration.
9. Total agency budget including current funding and anticipated funding.
10. Two letters of support and cooperation from other organizations interfacing with refugees.
11. List of board members.
12. Documentation of non-profit status.

Other Requirements

Outcomes: The proposal should include anticipated outcomes in numerical terms for the services proposed such as the number of job placements made, the number of ESOL hours available and utilized by each refugee, and the number of refugees receiving health screenings, list of orientation topics, and other health-related and cultural adjustment services.

Inquiries: Send questions regarding this RFP by e-mail to Barbara.Seebart@nh.gov

Reporting Schedule: Financial and program reporting are required on a quarterly basis in a form prescribed by the Office of Energy and Planning.

Project Period: October 1, 2006-September 30, 2007.

Available Funds: \$480,000, subject to availability of federal funds.

Deadline for Proposals: All proposals must be received by the Office of Energy and Planning, 57 Regional Drive, Concord, NH 03301 by close of business October 11, 2006.

Review Criteria

Need: Describes existing services. Provides adequate justification and demonstrates the need for proposed project. (20 pts.)

Approach: The proposed project plan is feasible and cost effective. The funding request is proportionate to the number of refugees to be served. If funding request is a significant portion of the total dollars available, a method for serving refugees in diverse geographic locations is provided and ensures access to services. (30 pts.)

Results: Goals are specific, measurable, realistic, time-phased, and related to the goals expressed in the RFP. The agency's past performance and funding history document a capacity to implement the project plan. (30 pts.)

Budget: The budget is reasonable in relation to the proposed activities and anticipated outcomes. (20 pts.)

General Proposal Conditions

Proposals must be typed. An original and three copies of the proposal must be submitted. Proposals that are incomplete or unsigned will not be considered. Faxed proposals will not be accepted.

A committee will review the proposals and make funding decisions. OEP reserves the right to reject any or all proposals, or any part thereof, to determine what constitutes a

conforming proposal, to waive irregularities that it considers non-material to the proposal, to award the proposal solely as it deems to be in the best interest of the State, to contract for any portion of the proposal submitted, and to contract with more than one bidder if necessary. OEP reserves the right to request additional information from any or all parties submitting proposals to assist in its evaluation process.

All information relating to this proposal and any resulting order (including but not limited to fees, contracts, agreements and prices) are subject to the laws of the State of New Hampshire regarding public information.

Form of Contract

The terms and conditions set forth in the State's General Provision Agreement (Form Number P-37) will apply to any contract awarded to the selected bidder. Any contract resulting from this bid proposal shall not be deemed awarded until the Governor and Executive Council approves it.